

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Uh, so my name's Donald McCarthy. I got a text about a lapse in coverage, which, um, um, I can't make a payment because basically, um, I never asked for it but it's court-mandated, but it's complicated. The, the child has insurance under his mother, also under me, and they took this, because it was court mandated, they took this, um, they took money out of my check. So basically, um, you know, I'm not working for them so there is no, uh, payroll. So... that's- Okay, sir. ... what I have to say about the lapse. So do you know who I am or do you wanna know who I am or what? I'm sorry, did you have a question? Did you send me a text? Yeah. I didn't send any text. Is this CVS? Okay, what? No, sir. You're calling Benefits in a Car. I was just clarifying that an actual person in this office didn't send it. It was a system that sent it, an automated system. Oh, okay. Well, I mean, so why would they send that and tell me to call you if... You know? I'm calling you like it said. Because the payment was not received, sir. Mm-hmm. That's completely optional to make your payment. Yeah, I under... Yeah, I understand that, so can you take me out of the system completely? I don't have a way to do that, sir. I'm sorry. Well, you said it was optional. You mean I should not receive messages? Yeah, you said you were... Yeah, I don't wanna receive messages either. Thank you. Take my phone number off your list. Okay. Thank you. So if you wanted to not receive text messages, if I'm not mistaking, you have to write the word stop in that message and send it out to that- Okay, I'll do that immediately. ... automated system. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Uh, so my name's Donald McCarthy. I got a text about a lapse in coverage, which, um, um, I can't make a payment because basically, um, I never asked for it but it's court-mandated, but it's complicated. The, the child has insurance under his mother, also under me, and they took this, because it was court mandated, they took this, um, they took money out of my check. So basically, um, you know, I'm not working for them so there is no, uh, payroll. So... that's-

Speaker speaker_1: Okay, sir.

Speaker speaker_2: ... what I have to say about the lapse. So do you know who I am or do you wanna know who I am or what?

Speaker speaker_1: I'm sorry, did you have a question?

Speaker speaker_2: Did you send me a text? Yeah.

Speaker speaker_1: I didn't send any text.

Speaker speaker_2: Is this CVS? Okay, what?

Speaker speaker_1: No, sir. You're calling Benefits in a Car. I was just clarifying that an actual person in this office didn't send it. It was a system that sent it, an automated system.

Speaker speaker_2: Oh, okay. Well, I mean, so why would they send that and tell me to call you if... You know? I'm calling you like it said.

Speaker speaker_1: Because the payment was not received, sir.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That's completely optional to make your payment.

Speaker speaker_2: Yeah, I under... Yeah, I understand that, so can you take me out of the system completely?

Speaker speaker_1: I don't have a way to do that, sir. I'm sorry.

Speaker speaker_2: Well, you said it was optional.

Speaker speaker_1: You mean I should not receive messages?

Speaker speaker_2: Yeah, you said you were... Yeah, I don't wanna receive messages either. Thank you. Take my phone number off your list.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: So if you wanted to not receive text messages, if I'm not mistaking, you have to write the word stop in that message and send it out to that-

Speaker speaker_2: Okay, I'll do that immediately.

Speaker speaker_1: ... automated system.

Speaker speaker_2: Thank you.